

Marshall Steinbeck Collision Repair
53 So. Prospect St
Amherst, MA 01002
Phone: (413) 256-8157



February 4, 2022

Special Commission on Auto Body Labor Rates

Dear Commission,

My name is Glenn LaPlante and I am the owner of Marshall Steinbeck Collision located in Amherst Ma. I have been in Auto Body Collision repair industry since 1978, so I have seen many things in the past that have effected this industry. I started in the industry as Technician and then moved into Management, then in 2003 I was able to buy out the past owner of the business that I currently own.

Unfortunately I was unable to participate in the Hearing held on January 25, but I would like to give my testimony regarding the current Labor Rate discussion and Industries future.

The Auto Collision Industry has changed so much in the past 40 years, and vehicles have become more complex than ever to repair. This all comes with proper training, investment into new equipment , investing in your employees, databases, yearly subscriptions and many other things we must do as owners to be able to repair these complex vehicles correctly.

As a owner in this industry it is not only getting harder to get new employees, but it is also getting tougher to retain the ones that you have. We cannot continue to survive at the current rates we are being paid by insurers. Our cost of doing business continues to go up every year but our labor rate hasn't changed in over 10 years. In order for me to keep good qualified technicians we have to pay them \$30.00 per hour, add benefits of any kind and our cost to retain these employees is greater than the rate of pay. At this point it is also very expensive and difficult for us to invest in our entry level technician's when you are paying them \$16.00 hr ,that just to get them in the door. Most of those lower level technician's wont stay long even at that rate because of two things, there investment in tools is very expensive and they can go work doing something else with no personal investment for more money.

We cannot survive much longer if things do not change, our pool of help is either retiring or diminishing and our cost to do business keeps going up and we cannot afford to make the necessary investments into new technician's at these current rates..

Sincerely,

Glenn LaPlante
Owner